

Vermont Unemployment Insurance

YOUR RIGHTS AND RESPONSIBILITIES

It is your RESPONSIBILITY to read and understand this claimant handbook.

It is your RIGHT to ask for an explanation of any part of this handbook that you do not understand.



TABLE OF CONTENTS

YOUR RIGHTS	1
You Have the Right to File for Unemployment Benefits	1
You Have the Right to Appeal Our Determinations and Decisions	1
The Claims Adjudication Process	1
What are the Steps in the Appeal Process?	2
The Hearing Before the Administrative Law Judge	2
Do You Need a Lawyer?	3
Limited English Proficiency (LEP) and Sign Language Interpreters	3
Americans with Disabilities Act	3
Notice of Hearing	3
Evaluate and Prepare Your Evidence	4
Which Party Has the Burden of Proof?	4
What Goes on at the Hearing Before the Administrative Law Judge?	4
The Importance of Witnesses & Subpoenas	5
Contacts with the Administrative Law Judge Outside of the Hearing	5
Postponement of a Hearing	5
Withdrawal of an Appeal	6
Appeals to the Employment Security Board	6
Appeals to the Supreme Court	6
 YOUR RESPONSIBILITIES	 6
Use of Social Security Number (SSN) and Personal Identification Number (PIN)	6
How to File Your Weekly Claim For Benefits	7
Filing Claims by Telephone	7
Filing Claims by Internet	7
Filing Claims by Mail	7
The Seven Questions You Will Be Asked	8
Timeframes for Filing Your Weekly Claim	8
What to Do if You Make a Mistake	8
Keep Filing Claims if You Have Filed an Appeal	8
Reporting Payments Received Upon Separation	9
Special Note on Pensions	9
Reporting Wages	9
Able and Available for Work	10
Return to Work Date	10
Work Search	11
Suitable Work	11
Illness and Disability Claims	12
Self Employment	12
Sideline Activity	12
Temporarily Away from Home	13
Change of Address	13
Out-of-State Registration for Work	13
School Employment	13
What to Do When You Return to Work	13

OTHER IMPORTANT INFORMATION	14
What is Unemployment Insurance?	14
Who Pays the Cost of Unemployment Benefits?	14
How We Determine Your Weekly Benefit Amount	14
Calculating the Weekly Benefit Amount	15
Services Not Covered by Unemployment Insurance	15
Requalifying for Benefits	15
When to Expect Your First Payment	16
How Your Payments are Made	16
Enrolling in Direct Deposit	16
Length of Payments	17
Unemployment Insurance and Income Taxes	17
Benefit Overpayment and Recovery	17
Penalty Weeks	17
New Hire Crossmatch	18
Wage Record Crossmatch	18
Quality Control	18
Confidentiality	18
 VDOL RESOURCE CENTERS AND VERMONT JOBLINK	 19
Training Services	19
Vermont JobLink	20
Job Seeker Services	20
Other JobLink Services	20
Employer Services	20
Apprenticeship Training	21
 FORMS	
Return to Work Notification	22
Claimant Change of Name and Address	23
Gross Wage Calculation Worksheet	24
Work Search Report	25

This handbook is intended to serve two purposes. First, it addresses the Rights and Responsibilities sheet that was included in the packet of information we mailed to you, to give more detail and information about your rights and responsibilities. Second, it includes other helpful information about the unemployment insurance program as well as information you can use to help you find a new job.

YOUR RIGHTS

You Have the Right to File for Unemployment Benefits

To file a claim for unemployment benefits, call toll-free **1-877-214-3330**.

If you need help either before or after you file a claim for unemployment benefits, call the Claimant Assistance Line, toll-free, **1-877-214-3332**.

If you are hearing impaired and use TTY, contact the department directly through our TTY system toll-free at **1-800-650-4152**. A TTY Customer Service Representative will help you to file your claim, provide you with general information or answer any questions you may have.

You Have the Right to Appeal Our Determinations and Decisions

The majority of claimants are unemployed because of a layoff and the payment of unemployment benefits is an entitlement provided all eligibility requirements are met. In other cases, there is an issue or issues that may result in a claimant being disqualified from receiving benefits.

The Claims Adjudication Process

The department is required to make a number of determinations that may effect your entitlement to benefits and/or the amount of benefits that are payable to you. When you called the Claim Center to file your initial claim for benefits, we looked at the amount of wages you have earned in the first four of the last five completed calendar quarters prior to the date you filed the claim to see if you have been paid enough wages to qualify. In some cases, we might look at alternative time periods to determine if you had been paid enough wages to qualify for a benefit. We mail a “monetary determination” to every claimant that explains the wages we have used to determine whether you have been paid enough wages to qualify for a benefit, and if you qualify, how much the weekly benefit amount will be.

Even if you were paid enough wages, you must still be unemployed through no fault of your own. If you have quit a job for reasons not related to something your employer did, you may be disqualified from receiving benefits until you go back to work, earn six times what your weekly benefit amount would have been, and then become unemployed again, through no fault of your own. If you were fired for misconduct, you may be disqualified from receiving benefits for six weeks. If you were fired for “gross misconduct” you may be disqualified from receiving benefits until you go back to work, earn six times what your weekly benefit amount would have been, and then become unemployed again, through no fault of your own. Certain payments made to you upon or after you became unemployed may result in a reduction in the amount of benefits paid for one or more weeks. In addition, in order to maintain your eligibility, you are required to be “able to work and available for work”, conduct a work search if instructed to do so, and must accept an offer of suitable work if one is made to you.

If we find there may be a question about your eligibility an issue or issues is created. Before we can pay any benefits, we have to investigate any those issues and make a formal determination on your eligibility.

If there is an issue or issues that may prevent you from receiving unemployment benefits, participation in the adjudication and appeals process is the best way to ensure that your interests are protected.

Issues may be established based on information you provided at the time you filed your initial claim for benefits. They may also be established based on information provided by your most recent employer. The department sends a Notice of Separation to your last employer and asks that employer to tell us if they know of any reason or reasons that you should be disqualified. We also ask the employer to tell us about any payments made to you at the time you were separated or shortly thereafter, for example, vacation pay, wages in lieu of notice, severance pay, certain types of pensions or back pay awards.

If we become aware of an issue, you will be notified and given an opportunity to speak to a Claims Adjudicator before we make a determination. It is critical that you participate in this step of the process. If you don't participate, but your last employer does, we may only get one side of the story and it could result in you being disqualified when perhaps you should not be. These notices are generally mailed at least one week prior to the date of the scheduled interview with the Claims Adjudicator. The interviews are conducted over the telephone. When you receive the notice in the mail, be sure to read it and, if for some reason you cannot be available on the day and time of the interview, call the number provided in the notice prior to the scheduled interview. The Claims Adjudicator will ask you questions about the issue or issues and will also consider any information provided by your most recent employer. If necessary, the Claims Adjudicator will follow up on any conflicting information provided. Once the Claims Adjudicator has enough information, he or she will mail a written determination to both you and, in most cases, to your last employer.

What are the Steps in the Appeal Process?

If you receive a determination or decision that disqualifies you from receiving benefits or reduces the amount you will receive for one or more weeks, you can file an appeal.

There are three levels or steps in the appeal process following the issuance of a determination. The appeal process in this state is as follows:

1. Appeal to an Administrative Law Judge
2. Appeal to the Employment Security Board
3. Appeal to Vermont Supreme Court

There are specific time limits in order to be considered timely for the filing of an appeal in each of the above steps. The time limits and specific instructions for filing an appeal are outlined in writing at the end of the determination or decision. If you elect to file an appeal, continue to file your weekly claims while your appeal is pending.

The Hearing Before the Administrative Law Judge

The first and most important step in the appeal process is a hearing before an Administrative Law Judge. This is the only step in which you can submit evidence, so it is very important to both participate

and provide all your evidence at this step. Despite the fact that you may have already spoken to a Claims Adjudicator, the appeal hearing will be your only opportunity to present sworn testimony and introduce documents as exhibits. Your failure to participate in the hearing will more likely than not cause you to lose. If the employer filed the appeal and you fail to participate in the hearing, the hearing will go on without your input other than a review of the statements and documents you have previously submitted to the department. You should be prepared to discuss all issues pertaining to your previous employment. Even if the determination being appealed was in your favor, if you do not participate, the decision could be changed because the Administrative Law Judge will not have your direct testimony to consider.

Do You Need a Lawyer?

Hearings are designed to permit lay persons to represent themselves. If the issues are complex, the other party has an attorney, or you think you may have difficulty presenting your case, you may wish to consult an attorney. You can also contact Vermont Legal Aid to see if they can provide legal assistance to you. If you intend to have an attorney represent you in the hearing, the attorney should file a notice of appearance letter with the appeals office. You should also contact the appeals office as soon as you are aware that you will have an attorney to avoid scheduling delays. Attorney fees are the responsibility of the claimant, but those fees are limited to not more than 10% of the total amount of benefits that are at stake in the appeal.

Limited English Proficiency (LEP) and Sign Language Interpreters

If either party needs language translation assistance or a sign language interpreter, notify the appeals office immediately. The department uses a telephone based language interpretation service for non-English speaking parties. If a sign language interpreter is needed the department will make arrangements for the interpreter to participate with either party (or both) at one of the Career Resource Centers.

Americans with Disabilities Act

This department complies with the Americans with Disability Act. Should you require special assistance due to a disability as defined in the Act in order to pursue your rights, please contact the appeals office as soon as possible.

Notice of Hearing

The *Notice of Hearing* will provide you with important information about the time and date of the appeal hearing, which will be conducted by a telephone conference. Mail or FAX (802-828-4289) any documents you want to have considered as evidence in the hearing to the appeals office and, if the case involves a previous employer, to that employer so they can be considered as part of the record. Do this immediately following receipt of the Notice of Hearing so the documents are received prior to the hearing. Remember that hearings before an Administrative Law Judge are all done by phone, so there is no way to provide a copy to an employer during the hearing. If you do not send a copy to the employer, your exhibits will NOT be entered into the record, will not be considered in making the decision and will not be useful later in the appeal process.

Evaluate and Prepare Your Evidence

The first level of appeal is a de novo review which means that the Administrative Law Judge reviews the case as if no prior decision had been made. The Administrative Law Judge is not bound by earlier findings or determinations made by the department. Since this will be your only opportunity to present your evidence, and further appeals only review testimony and other evidence introduced at this hearing, you should be ready to submit your side of the story.

Which Party Has the Burden of Proof?

Having the burden of proof generally means that unless the party that owns the burden can demonstrate on a factual basis that certain events happened, or in some cases, did not happen, the decision will be made contrary to the interests of the party which owns the burden. If you have the burden of proof, and for any reason fail to present evidence to support the decision made, you are likely to lose the appeal. Unlike proceedings in a criminal case, the standard of proof is not “beyond a reasonable doubt”; rather, the standard of proof is “preponderance of credible evidence”, which is the lower civil case standard.

The following issues are the most common ones that lead to appeals by claimants.

Issue	Burden Rests On
Discharge from Employment	Employer, who must demonstrate that discharge was for “misconduct”
Discharge for Gross Misconduct	Employer, and the burden is higher in that the employer must prove some egregious act, for example, theft, violence in the workplace, use of intoxicants on the job
Refusal of Suitable Work	Claimant, who must demonstrate that s/he should not have to accept the job that is offered
Voluntary Quit by Employee	Claimant, who must demonstrate that the reason for quitting is good cause attributable to the employer
Not Able/Available for Work	Claimant, who must prove that s/he was both able to work and available for work. Availability is often demonstrated by quality of work search, if one is required
Disqualifying Income	No burden per se, but both claimant and employer may have to produce records showing certain payments were made upon separation

What Goes on at the Hearing Before the Administrative Law Judge?

Testimony is taken under oath and tape recorded. The appeal is heard by an Administrative Law Judge. The Administrative Law Judge will try to bring out the important and relevant facts in the case through questioning of the parties. The Administrative Law Judge will first determine which records, if any, will be made part of the record. Depending on which party has the burden, that party will go first in presenting its side of the dispute, including presenting witnesses, if any. Next, the other side is given an opportunity to present its side of the dispute, including presenting witnesses, if any. Following that, both parties, in turn, will be given the opportunity to ask relevant questions of the other. Relevant information is information that bears directly on the issues that are being considered, including the

credibility of witnesses and parties. While these proceedings are administrative in nature, and do not follow the same rules as one would find in a court of law, fairness and efficiency may require the Administrative Law Judge to rule evidence and testimony out of order.

Prepare in advance. Make a list of your key points. Be prepared to address all issues raised in the determination under appeal. Stay calm. Do not be defensive or aggressive. You are at the hearing to present facts and to bring into question those facts presented by the other party. Your actions and conduct will be important factors in the Administrative Law Judge's assessment of credibility of your testimony. For example, if the employer fired you and alleges that you were hostile and threatening, and you come to the hearing denying this behavior, yet demonstrate that behavior in the hearing, the Administrative Law Judge will most likely believe the behavior occurred.

Make written notes of anything the other party says with which you disagree. This will help you to answer important points made by the other party or help you question the other party when it is your turn to speak. Your notes can be used to refresh your memory of certain events, but you should take care that you not read these notes word for word. Notes read into the record are hearsay evidence. It is generally more credible to testify from your own recollections as refreshed by the notes. Hearsay testimony is admissible evidence, but may be less believable or credible.

The Importance of Witnesses & Subpoenas

Contact the appeals office if you wish to have a witness subpoenaed. The Administrative Law Judge will determine whether a subpoena is necessary and if the testimony is relevant to the issues under appeal. **It is extremely important to have relevant witnesses available.** Interview your witnesses before the hearing so you know how useful they will be to your case. In the event you are unable to have a witness or witnesses participate, your next best option is to obtain a sworn (notarized) written statement from the witness or witnesses. While a sworn (notarized) statement carries more evidentiary weight than an unsworn statement, it is important for you to understand that statements, in general, are less persuasive and have less evidentiary weight than the credible direct testimony of witnesses at the hearing.

Once the hearing is concluded, the Administrative Law Judge will issue a written decision that will be sent to all parties that participated in the hearing.

Contacts with the Administrative Law Judge Outside of the Hearing

The Administrative Law Judge generally will have no contact with you or any party outside of the hearing. This is to avoid the appearance of unfairness or of accepting evidence outside the hearing. Other members of the appeals office will advise or assist you with procedural questions. In the State of Vermont, Appeal Hearings are CONFIDENTIAL and are not open to the public.

Postponement of a Hearing

You should make every attempt to participate in the Appeal Hearing when scheduled. Either party may request a postponement but the postponement must be for good cause. Good cause is determined by the Administrative Law Judge, who makes the decision on a case-by-case basis. If you wish to have a postponement, you should immediately call the Appeals office to request one.

Withdrawal of an Appeal

If you wish to withdraw your appeal, you should do so in writing. You should notify the Appeals office as soon as possible prior to the date of the hearing. If the employer has filed the appeal, you cannot withdraw the appeal and the hearing will take place. If the appeal is withdrawn, the initial determination or decision becomes final and cannot be changed.

Appeals to the Employment Security Board

If you do not prevail with the administrative law judge, you can file an appeal to the Employment Security Board. This Board generally reviews only the record created by the Administrative Law Judge and they do not take new testimony. The Employment Security Board will schedule a hearing, which is conducted in-person in Montpelier only, and will review the transcript of the hearing before the administrative law judge as well as all documents that are entered into the record before the Administrative Law Judge. The Employment Security Board can sustain, modify or reverse the decision of the administrative law judge or in some cases will remand the case for further hearings. Being unavailable for the hearing before the Administrative Law Judge is not considered “good cause” to remand a case back to the Administrative Law Judge. The Board will make its decision and issue a written decision.

Appeals to the Supreme Court

The last step in the appeals process is to file an appeal with the Vermont Supreme Court. The Court may ask the parties to file a legal brief in support of their position, and may schedule oral arguments before the bench. You should probably consult with an attorney before proceeding to the Supreme Court, although there is no Court requirement to be represented by an attorney. The Court will only review the record that was reviewed by the Employment Security Board. While the Court will generally defer to the judgment of the Employment Security Board, it can also reverse the decision of the Employment Security Board or remand a case for further hearing.

There is a \$225 fee to file an appeal before the Supreme Court. If you are unable to pay the fee, you can contact the Court directly at **802-828-3278** to request that the fee be waived. The decision on whether to waive a fee rests with the Court, not this department.

YOUR RESPONSIBILITIES

Use of Social Security Number (SSN) and Personal Identification Number (PIN)

To file a claim for unemployment insurance benefits, you must have and be willing to provide to the department a valid Social Security Number. We use your SSN for identification purposes and to keep track of wages paid to you by employers in order to calculate the amount of your weekly unemployment compensation payment.

After you call the toll free number to file your first claim for benefits, we encourage you to use either the automated telephone system or the Internet to file your weekly claims for benefits in the following weeks. If you file claims by telephone or Internet you will be asked to establish a four digit Personal Identification Number to use along with your SSN to file your weekly claims for benefits. It is your responsibility to make

sure that no one else, including family members, knows your Social Security Number and/or PIN number. **If you give your SSN and/or PIN to another individual, and as a result we make a payment that should not have been made, you will be required to repay the full amount of benefits that were improperly paid. In addition, you may also have “penalty” weeks assessed against you.**

How to File Your Weekly Claim for Benefits

After you have opened or reopened your claim for benefits through the toll free telephone line, you must then certify that you are fully or partially unemployed each week. We call these “weekly claims”, and you can file these claims over the phone or Internet, or in some cases, by mail. Most people tell us that filing by phone or Internet is the easiest and most convenient method of filing weekly claims.

Filing Claims by Telephone

After filing your first claim for unemployment benefits, you may file your weekly claims for benefits by calling the toll free Weekly Claims Line at **1-800-983-2300** and selecting Option #1. The first time you file a weekly claim by phone, you will be asked to establish your Personal Identification Number (PIN). You will also be asked whether you have received, read and understood the statement of Rights and Responsibilities we mailed to you after you filed your first claim for benefits.

Next, you will be asked seven (7) questions concerning the week of unemployment for which you are filing your claim for benefits. (Remember that you are always filing for the week, which ended on the previous Saturday.)

Once you have answered the questions, and you hear the words “thank you for using the weekly claim and information line, good-bye,” your claim has been accepted. **If you hang up prior to the system telling you “good-bye” your claim will not be processed.**

Filing Claims by Internet

To file your Weekly Continued Claims via the Internet, simply access our website at **www.labor.vermont.gov** and select “***UI Claims Online***” from the menu on the right-hand side of the screen. The first time you file your weekly claim by Internet, you will be required to establish your PIN. You will also be asked whether you have received, read and understand the statement of Rights and Responsibilities we mailed to you after you filed your first claim for benefits.

Next, you will be asked seven (7) questions concerning the week of unemployment for which you are filing your claim for benefits. (Remember that you are always filing for the week, which ended on the previous Saturday.)

Once you complete and submit the Internet claim form, the screen will display general information about your weekly benefit payment amount and the maximum amount of benefits you may receive in your benefit year. **If you do not complete the claim form your claim will not be processed.**

Filing Claims by Mail

In some cases, you may be required to file by mail; if so, you will be given specific instructions about how to do so.

The Seven Questions You Will Be Asked

We determine your eligibility to receive unemployment compensation in every week you file a claim for benefits. To determine your eligibility, we ask seven questions:

1. During the week ending (week ending date), were you able to work and available for work?
2. Did you refuse an offer of work or referral to a job?
3. Did you quit a job during the week ending (week ending date)?
4. Were you fired from a job during the week ending (week ending date)?
5. Did you receive a back pay award or settlement?
6. Did you receive Workers' Compensation, vacation pay, or wages in lieu of notice?
7. Did you perform any work or earn any wages this week?

Depending on how you answer these questions, other questions may also be asked by the system.

Please answer these questions accurately. A material misstatement of fact made in connection with filing a claim for unemployment benefits will result in liability to repay the benefits received to the department. In addition to the liability to repay the benefits, the department may impose "penalty weeks." If a claimant is assessed penalty weeks, that claimant will not be paid for future claims for benefits until he or she has "offset" the number of penalty weeks by filing the same number of weekly claims as penalty weeks. Unemployment benefits will not be paid for claims, which are filed to "offset" penalty weeks.

Timeframes for Filing Your Weekly Claim

Unemployment compensation benefits are paid for the seven-day period, which begins on Sunday and ends on Saturday. File your claim for benefits after Saturday. The earliest you can file a Weekly Continued Claim for benefits is 12:01 a.m. on the Sunday following the week for which you are filing a claim. The latest you can file a claim for a week is the following Friday before 4:30 PM.

If you do not file your Weekly Continued Claim by telephone or Internet by 4:30 p.m. on the Friday following the week being claimed, you must contact the Claimant Assistance Line toll-free at **1-877-214-3332** if you wish to continue filing for unemployment benefits.

If you stopped filing for unemployment benefits for any reason or missed filing a weekly claim, you must call the toll-free Initial Claims line at 1-877-214-3330 to re-open your claim before you can again call in your weekly continued claim for benefits.

What to Do if You Make a Mistake

If you have filed either by telephone or via the Internet and you discover you have made a mistake on your response to any question for your Weekly Continued Claim the error can be corrected as long as you re-file the claim on the same day **before 4:30 p.m.** If you discover you have made an error on a day other than the day you filed the Weekly Continued Claim, or if your error is on a claim filed through the mail, you must call the toll-free Claimant Assistance Line at **1-877-214-3332** to correct the error.

Keep Filing Claims If You Have Filed An Appeal

If you file an appeal of a determination or decision that was not in your favor, continue to file a claim for benefits for each week that you remain unemployed until a decision on your appeal has been made.

Filing each week ensures that you will be paid if your appeal is successful. In other words, if you don't file claims for benefits while your appeal is pending, you won't be paid for the weeks during which you failed to file a claim, even if your appeal is successful.

Reporting Payments Received Upon Separation

When you lost your job, you may have been paid vacation pay, personal pay, severance pay or wages in lieu of notice, personal days, a back pay award or settlement, temporary Workers' Compensation, or you may be entitled to receive a pension. These types of payments may be considered disqualifying; in other words, they may reduce the amount of benefits you are entitled to be paid for one or more weeks. Your benefit check for the week or weeks in question will reflect a dollar-for-dollar reduction in your weekly benefit amount. If you received any type of payment as described above, either immediately when you lost your job or at any time thereafter, you must report these payments to the department. If you do not report these payments and we find out about it later, we will require you to repay any benefits you received as a result of your non-disclosure.

If your benefits are reduced because you have received any disqualifying payment, you will receive a written determination, which you can appeal.

Special Note on Pensions

Pensions that you contributed to in whole or in part are not deductible from your weekly benefit amount. Pensions, which are totally funded by a base period employer, are deducted dollar-for-dollar from your benefit check. If your retirement income is less than your benefit amount, you will be entitled to reduced benefits.

The following types of pensions **may affect your weekly benefit amount** (depending on whether or not you contributed to the pension):

- Employer pension program
- Military pension
- Civil Service pension
- Local Government pension

The following types of retirement income **do not affect your weekly benefit amount**:

- Supplemental Security Income
- Veterans Administration Disability Compensation
- Social Security Income
- Pension from a non-base period employer

Reporting Wages

You are encouraged to accept part-time work while you are looking for full time work and receiving unemployment benefits. If you do get a part-time job, you may still qualify for reduced benefits. The unemployment law includes a provision known as "disregarded earnings". This provision of the law allows you to work part time and earn up to 30% of your weekly benefit amount, or \$40, whichever is higher, before earnings in part time employment affect your weekly benefit amount. Any earnings over and above 30% of your weekly benefit amount or \$40, whichever is more, are deducted on a dollar for dollar

basis from your weekly benefit payment for the week in which you have earned the wages. If you work 35 hours or more in a week, or your wages in a given week exceed your weekly benefit amount plus disregarded earnings, you will be considered to have been fully employed for that week and you will not be entitled to receive an unemployment benefit check for that week. Instead, you will receive a notice that indicates that the earnings reported and/or the hours worked are in excess of what is allowable to receive partial unemployment. If that happens, you will have to call the claims line, toll free at **1-877-214-3330** to reopen your claim for benefits.

You must report all wages earned from employment during the week you earn them, whether or not you have received payment for this work. The term “wages” means all payments for services performed by an individual including commission sales, bonuses, gratuities, and cash value of any non-cash items such as board, rent, fuel or offset of a debt.

When you report gross wages, the computer will automatically calculate the amount of your check for that week. If you later discover you made a mistake in the amount of gross wages you reported, you must call the Claimant Assistance Line at **1-877-214-3332** to correct the gross wage amount previously reported. We will adjust future payments in the event you under-reported your earnings; if you over-reported your earnings, we will adjust a future payment to pay you the amount of benefits you are entitled to receive.

Please keep in mind that failure to provide true and accurate information when filing your weekly claim may result in an overpayment of Unemployment Insurance benefits. If you make a mistake and don't report all of your earnings in a week, and as a result are overpaid benefits, you will have to repay them. If it is determined that you intentionally underreported your earnings, you not only will have to repay the benefits, but you may have additional penalties imposed and may be prosecuted.

You have been provided a worksheet at the back of this handbook that will help you calculate your gross wages you earned each day. If you need assistance in figuring out how to correctly report your earnings, please call the Claimant Assistance Line toll free at **1-877-214-3332**.

Able and Available for Work

Being able to work means you are both physically and mentally capable of performing work during a week of unemployment that you are qualified to perform based on your work experience, education, and training.

Being available for work means that you are willing to accept work that is offered to you that is considered suitable work based on your work experience, education, and training. The type of work you are qualified to perform includes all types of jobs, not just the ideal job you would like to have.

Return to Work Date

Many individuals are unemployed due to downturns in the economy, plant shutdowns for maintenance or seasonal factors. When you are on a temporary layoff and expect to return to work with the same employer at a later date, and the employer provides you with a definite return to work date, you may be excused from making an active work search. However, if you have a return to work date, and another employer offers you work that you are qualified to perform, you must be willing to accept that job offer. If you refuse such an offer, and we determine that the offer was for suitable work (see *Page 11*), you will be disqualified from receiving benefits and may have to repay any benefits that have been paid to you. If you were given a return to work date at the time you were laid off from work, and that date for any reason

changes, or if the employer withdraws the return to work date, you must notify the department by calling the Claimant Assistance Line, toll free at **1-877-214-3332**.

Work Search

Unless you have a definite return to work date with a specific employer, you are required to make an active work search to demonstrate your availability for work.

In order to comply with the requirements of the work search program, you must make at least three (3) job contacts each week with employers who may have job openings you would be qualified to fill. You can use the Work Search Reports included in the back of this manual to help you keep track of your job contacts. You must be realistic in your work search. Make your contacts for jobs that you are qualified for and willing to accept if a job is offered to you. A duplicate contact to an employer for the same position in a five (5) week period does not count as a valid job contact for your work search.

We will follow up with you periodically on your work search efforts. You may be required to furnish a list of your work search efforts periodically to the department for verification and review of your continued eligibility for benefits. You may also be required to seek work through VDOL's on-line job matching system (www.vermontjoblink.com). If you are given directives on conducting your work search and you do not follow them, you may be found in overpayment for any weeks you did not comply with the directives and be required to repay these benefits. In addition, you may have your benefits stopped until such time as you begin to make the work search as directed by the department.

What is considered a valid job contact depends on the type of work you are qualified to perform. For example, if you are qualified to work in the construction trade, a valid job contact usually requires you to make an in person application with an employer. If you are qualified to work in a "professional" trade or occupation, where the common method of making job contacts is by the submission of a resume, then submission of a resume is considered a valid job contact. Under no circumstances is a telephone call or using the Internet to look for job openings considered a valid job contact.

For assistance with your job search, contact your local Career Resource Center at the location listed near the back of this handbook.

Suitable Work

Suitable work is generally defined as work that you are qualified to do based on your skills, work experience, and employment history that pays at least the prevailing wage rate for the type of job based on the local labor market conditions. You are required as a condition of receiving unemployment benefits to apply for and accept an offer of suitable work. If you fail, without good cause, either to apply for or accept an offer of suitable work you will be disqualified for benefits and will be required to repay any benefits you receive as a result.

There are a number of factors involved in determining if a job is considered suitable. The department will look at your prior training and/or experience, prior earnings, length of unemployment, prospects of securing local work in your customary occupation, the distance to work from your home, and any physical fitness requirements of likely job offers. We will also consider the degree of risk involved to your health, safety, and morals. Although you may be looking for permanent, full-time work, refusal of an offer of suitable part-time work could result in disqualification for benefits.

A job paying less than the last one you held will gradually become more suitable the longer you are

unemployed or as the prospect of finding local work in your usual occupation decreases. The department's policy requires that, at the time you file your initial claim for unemployment benefits, you be willing to accept up to 10% less than you were previously earning before filing. After five (5) weeks of filing, you must be willing to accept up to 20% less than you were previously earning. After filing for ten (10) weeks, you must be willing to accept the prevailing wage for the type of work you are seeking. The prevailing wage is the average wage, among all employers in your area, for the type of work you are seeking. Contact your local Career Resource Center to find out the prevailing wage specific to your usual occupation(s). Career Resource Center listings are located near the back of this handbook.

Illness and Disability Claims

If you become ill, disabled, or unable to work while filing for Unemployment Insurance, you may still be able to continue to receive unemployment benefits. Please call the toll-free Claimant's Assistance Line at **1-877-214-3332** immediately for further instructions.

Self Employment

An individual who is engaged in the formation, development, or operation of a trade, business, enterprise, profession, or other activity undertaken for the purpose of producing income and which is in the form of a sole proprietorship, partnership, or limited liability company or other similar entity is self-employed. While disqualification is not automatic, the more time and effort you devote to self-employment, the less you are available for work with other employers.

If you are, or think you may be self-employed you **MUST** report this activity to the department while filing for Unemployment Insurance benefits.

If you have any questions about whether or not the department considers you to be self-employed, please call the toll-free Claimant Assistance Line at **1-877-214-3332**.

Sideline Activity

Some people who work either full or part-time for a regular employer also derive income from a sideline activity (one's own business). When they lose their primary employment and begin collecting Unemployment Insurance, they often opt to continue working at their already established sideline business while they continue to look for other full-time work.

If you established a sideline activity during a period of regular employment and continue the sideline activity without substantially changing the amount of time you are devoting to such activity, you do not have to report earnings from this sideline activity and may continue to receive unemployment benefits provided you meet all other eligibility requirements.

However, if you increase your sideline activity by 20% or more, measured either by the amount of time devoted to or the earnings you receive from the sideline activity, **you must immediately call the department's toll-free Claimant Assistance Line at 1-877-214-3332**. Failure to report this change in your sideline business may result in an overpayment of benefits which you would be liable to repay. To avoid problems in this area, you must keep accurate records of the hours devoted to your sideline activities and the amount of money earned.

Temporarily Away from Home

Unemployment insurance is not intended to provide income for any week when you are not available for work in your labor market. Anytime you plan to leave the area for more than a couple of days, **you must** contact the Claimant Assistance Line toll-free at **1-877-214-3332** for instructions on how to maintain your eligibility for unemployment benefits.

Change of Address

You must notify the department in writing of any change of address. In addition, the department must be able to contact you about job referrals and mail you important tax information at the end of the year. To assist you, we have provided change of address forms in the back of this handbook. The department's mailing address and fax number are included on the forms.

Out-of-State Registration for Work

If you move to a new location or temporarily relocate to another state while filing for unemployment benefits in Vermont, you must register for work with the nearest employment service office in the state to which you are moving or temporarily relocating to. Please call the Claimant Assistance Line toll free at **1-877-214-3332** for instructions on how to comply with this requirement. A list with links to other employment service offices can be found on our web site at **www.labor.vermont.gov** under the "Unemployment Insurance & Wages", Forms and Publications" link.

School Employment

Individuals who work for a school and are unemployed between terms (for example, during the summer) or during a break in the school schedule during the school year, are not allowed to use the wages earned in this type of employment provided the individual has a reasonable assurance of returning to work for a school at the end of the break. If you started the break or are between terms and do not have a reasonable assurance of returning to work, you may be paid unemployment benefits. If during this time you receive an offer of work from a school, you must call the Claimant Assistance Line, toll free, at **1-877-214-3332** to let us know. Likewise, if you had a reasonable assurance of returning to work and for some reason you no longer have a reasonable assurance, you must contact us to let us know.

What to Do When You Return to Work

The most common mistake people make when filing for unemployment benefits is continuing to file for benefits for one or two weeks after returning to full-time work. **When you return to work, you cannot continue to file for unemployment benefits until you receive your first paycheck. We consider you fully employed during the first week you go back to work. Be sure not to file for unemployment benefits for this week.**

For example, if you have been receiving unemployment benefits for ten weeks and start a new job on Monday morning, you can file for the week that ended on the Saturday prior to the Monday when you return to work. However, you cannot file for the following week, which ends on the Saturday after the Monday, you start your new job, or for any week thereafter provided you remain employed.

You can either simply stop filing for benefits or complete the Return to Work Notification that is located in the back of this handbook and return it to this department. (Don't forget, if you return to part-time work

and continue to file for partial benefits, you must report your weekly gross wages **when they are earned**, not when they are received, and the total number of hours worked from Sunday to Saturday of the week being claimed. See “Reporting Wages” on page 9 for additional information.)

OTHER IMPORTANT INFORMATION

What is Unemployment Insurance?

Unemployment Insurance has been in existence since 1939. It is designed to provide short term, partial replacement of lost wages to individuals who are unemployed through no fault of their own in order to allow the individual to pay his or her non-deferrable living expenses until such time as he or she returns to work. Unemployment Insurance is not intended to be a permanent source of income.

Who Pays the Cost of Unemployment Benefits?

The United States is the only country in the world where unemployment benefits are primarily considered a cost of doing business. Therefore, in all but two states, employers pay all of the cost of unemployment insurance without deduction from the worker’s pay. In Vermont, only employers pay the cost of unemployment insurance.

Employers pay two unemployment taxes. They pay a minimal amount of tax on each worker to the federal government, which then redistributes those payments to the individual states to pay for the cost of administration and for other federal purposes. They also pay unemployment taxes to the state, which deposits those taxes into an unemployment trust fund to be used only to pay for the cost of benefits.

The fact that your past employers have made payments into the unemployment trust fund for the purpose of paying for unemployment coverage does not absolutely entitle you to receive benefits. Benefits are paid only to those individuals who meet eligibility requirements.

How We Determine Your Weekly Benefit Amount

In order to be eligible for benefits, an individual must have earned at least a minimum amount of wages during a fixed period of time known as the “base period.” The wages used to determine your unemployment eligibility and your weekly benefit amount (WBA) are wages that were **paid** to you during each calendar quarter of your base period, regardless of when you earned them. Vermont law provides three main and one special method to determine a base period. They are:

First Method: First 4 of the last 5 completed calendar quarters preceding the date of the new claim. This is the most common base period and most individuals qualify using this method. However, **If ineligible -**

Second Method: We use the last 4 completed calendar quarters preceding the date of the new claim. **If still ineligible by the first and second methods -**

Third Method: We use the last 3 completed calendar quarters and the current quarter, including wages that were paid as of the effective date of the new claim.

Fourth Method: This is a special method and it applies only if your separation from employment was

due to an “on the job injury” resulting in a Workers’ Compensation Claim. To be paid under this provision, you must have filed your new claim for Unemployment Insurance benefits within six months of the date your temporary Workers’ Compensation payments ended. This method does not generally apply to most workers.

The law provides that an individual who is eligible under method one will have his or her benefit amount calculated using that base period, even if the use of another base period would result in a higher weekly benefit amount. We only look at method two if you don’t qualify for some benefit amount under method one. Likewise, if you qualify under method two, we use that method even if you would qualify for more benefits under method three. If we use method three and you still do not have enough earnings to qualify, you are not eligible for unemployment benefits.

Calculating the Weekly Benefit Amount

Once we have determined which base period you qualify under, your weekly benefit amount is calculated by adding your two highest quarters’ wages in your base period together and dividing by 45, then rounding down to the next whole dollar amount. Your weekly benefit amount may not exceed the maximum weekly benefit amount established yearly by law. The weekly benefit is paid for up to 26 weeks during a “benefit year,” which is the 12-month period following the date you filed your new claim for benefits.

Services Not Covered by Unemployment Insurance

Although most individuals are covered for unemployment purposes provided they have sufficient earnings and meet all other eligibility requirements, state law excludes certain types of services from coverage. That means that individuals who provide such services cannot use the wages they earn in that employment to qualify for unemployment benefits. The types of services that are excluded from coverage include:

- Services by elected officials to state and local governments, members of a Legislative body or the Judiciary, members of the state National Guard or Air National Guard, and certain temporary “emergency employment.”
- Some services for nonprofit religious, charitable, agricultural, educational organizations, railroad employment, and for State hospitals and institutions of higher education.
- Services of individuals as insurance agents, or solicitors, if paid solely by commissions. Services of individuals as salesmen, agents or solicitors, if paid solely by commissions and required to be licensed by state law.
- Services performed by a sole proprietor or his/her spouse, or civil union partner, parent(s), or children under the age of 18.
- Services performed by a partner of a partnership or a member/manager of a Limited Liability Company (LLC) or Limited Liability Partnership (LLP) and their spouses or civil union partners, parent(s), and children under the age of 18.
- Services for small farms.

Requalifying for Benefits

If you are still unemployed when your benefit year ends, you may qualify for a new claim. In order to requalify, you must have worked and earned at least four times your weekly benefit amount at some time during your last benefit year. If you have questions about qualifying for a new claim, contact the toll-free Claimant Assistance Line at **1-877-214-3332**.

When to Expect Your First Payment

Provided you have earned enough wages and are unemployed through no fault of your own, and you have no other issues related to your claim (for example, the receipt of vacation pay or some other disqualifying payment), your first benefit payment will be processed no later than the eleventh day after you filed your new claim. If your separation is due to a reason other than lack of work, such as a discharge or voluntary quit, then payment will be held pending the results of fact finding. During this time, you will receive a notice that tells you there is an unresolved issue on your claim. Remember to continue to file your weekly claim during this period.

How Your Payments are Made

There are two ways that benefits are paid. The first is by check. Unemployment checks are normally written and mailed the same week you file your weekly claim. During weeks that include a holiday, especially if that holiday is on Monday, there is usually a one-day delay in processing and paying your unemployment benefits by check. Likewise, if you do not file your weekly claim until the Friday following the end of the prior week, which is always on Saturday, your payment will not be processed until the following Monday (unless that Monday is a holiday, in which case it will be processed on Tuesday).

Direct Deposit of your Unemployment Insurance benefits is also available. It's the safest, most convenient way to receive your weekly benefit payments. It is available provided you have a checking or statement savings account with a bank or credit union. Direct deposit usually occurs within two working days of the date that you file your weekly claim for benefits. During weeks that include a holiday, especially if that holiday is on Monday, there is usually a one-day delay in processing and paying your unemployment benefits by direct deposit. Likewise, if you do not file your weekly claim until the Friday following the end of the prior week, which is always on Saturday, your payment will not be processed until the following Monday (unless that Monday is a holiday, in which case it will be processed on Tuesday).

Enrolling in Direct Deposit

If you are interested in enrolling in Direct Deposit Services, call the Weekly Continued Claims line toll free at **1-800-983-2300** and Select Option "6". Simply follow the step-by-step instructions provided by the automated system.

You must have the following information before you call:

- 1) Social Security Number
- 2) Your Financial Institution's Routing Number – This is a nine (9) digit number.
- 3) Your Account Number – This may be up to seventeen (17) digits.
- 4) Type of Account

If either the account or routing number contains any letters, you must call the Claimant Assistance Line at **1-877-214-3332** to have them process your enrollment information.

All Direct Deposits must go through a "pre-note" process with your financial institution to verify that the account and routing information you have provided is correct. Upon account verification, you can expect the first Direct Deposit to occur 14 calendar days after the initial request. Until the pre-note process has been completed, you will receive a paper check each time you file your weekly claim for benefits.

If your account or routing number changes, you **MUST** immediately change or cancel your Direct Deposit information. This can be done by calling the Weekly Continued Claims Line toll-free at **1-800-983-2300** and selecting Option “6” to make the necessary changes. Failure to maintain accurate account information will result in a delay in processing your Unemployment Insurance benefit payment to you. It is **YOUR** responsibility to maintain accurate information with the department.

Length of Payments

You may receive full weekly benefits for up to 26 weeks if you meet all eligibility requirements. Once you have exhausted your benefits during your current benefit year, there is usually no extension of benefits. An exception to this rule is made if the unemployment rate is at a high level specified by law when you exhaust your initial benefit entitlement. If there is an extension in effect, you may qualify for an additional 13 weeks of benefits. If this occurs, you will be notified by the department to apply for an extension of benefits. However, extended benefits are an exception that usually is not in force.

Unemployment Insurance and Income Taxes

Unemployment Insurance payments are considered taxable income and must be reported as gross income on your federal and state tax return. You may elect to have federal and state taxes withheld from your weekly benefit amount and the withholding of taxes was discussed at the time you filed your new claim for benefits. You may change your withholding option **once** during any benefit year.

By the end of January each year, the department notifies you **and** the Internal Revenue Service (IRS) and Vermont Department of Taxes of the amount of benefits you received, and taxes that were withheld (if any) for the prior calendar year. We will mail a 1099G to you before the end of January each year. It is important to keep your address information current as these notices are mailed to the most recent address that we have on file. If you lose your notice (Form 1099G) you can obtain the amount of Unemployment Insurance paid to you by dialing the Weekly Continued Claim Line at **1-800-983-2300** and selecting option 5. It is not necessary to obtain a new copy of your 1099G, as you are not required to submit a copy of this document to the Internal Revenue Service (IRS).

Benefit Overpayment and Recovery

It is important that you be completely honest when filing claims for benefits. If you are not truthful or you fail to disclose important information to receive benefits **you will be required to repay the money to the department**, future benefits will be withheld to offset your overpayment, and penalty weeks may be assessed against you. In addition, your state tax refund can be withheld, you can be taken to court for a Judgment Order, and a future employer may be required to withhold earnings from your paycheck.

Penalty Weeks

If penalty weeks are imposed, you will lose the right to collect future benefits that you otherwise would be entitled to receive. We will impose penalty weeks in situations where it is determined that you intentionally misrepresented a material fact in order to obtain benefits to which you are not otherwise entitled. Under policy, at least one penalty week is imposed for each week where an individual intentionally misrepresents his or her eligibility.

New Hire Crossmatch

The Vermont Department of Labor collects reports from Vermont employers who are required to report all newly hired individuals within 21 days of the date of hire. We compare these reports against unemployment records to determine if someone is both working and filing for unemployment benefits. This program will also match unemployment records against a national database so individuals who go to work in another state while receiving unemployment benefits in Vermont will be discovered.

Wage Record Crossmatch

The department regularly matches the wage record reports of all employers with benefit payment records to detect inappropriate or fraudulent claims. You will be notified if an overpayment is found and a determination will be issued ordering repayment of any overpaid benefits. The department has three (3) years from the date of payment to determine if benefits have been paid improperly. Penalties may be imposed and court action may be taken if it is found that you have intentionally failed to disclose or have misreported your weekly earnings.

Quality Control

Quality Control is a system designed to detect both error and fraud in the Unemployment Insurance program. Each week, claims are randomly selected for audit, and a claimant may be randomly selected more than once. The audit includes a review of employer records, along with agency actions, records and statements of the selected claimant. Eligibility is investigated and payroll records are verified. The claimant's work search contacts are checked and all records and actions relating to the claim are re-examined.

The audit makes certain that your claim has been paid or disqualified correctly. If the benefits you received were either less or more than you were entitled to, you will receive a determination and adjustments will be made accordingly.

Confidentiality

The information you and your employer provide VDOL is confidential and will not be released to the public. Information will be shared with you and your employer(s) if necessary to process the claim for benefits. In addition, federal and/or state law requires VDOL to release information to the following agencies:

- Vermont Department of Children & Families.
- Vermont Department of Taxes
- Vermont Center for Crime Victim Services
- National Directory of New Hires
- Vermont Office of Child Support
- U.S. Department of Labor
- Social Security Administration
- US Department of Housing & Urban Development
- Any other state's Unemployment Insurance Agency
- Federal Parent Locator Service

VDOL RESOURCE CENTERS AND VERMONT JOB LINK

If you are seeking employment, training, or a job change, contact a Vermont Department of Labor Resource Center. You'll have a team of professionals working to get you back in the workforce. Staff in the Resource Centers can:

- Help you determine your strengths so you can zero in on careers best suited for you;
- Help you make a plan to get to where you want to be with your career;
- Connect you to suitable job openings;
- Refer you to training and resources offered by other organizations and more.

The staff can help to make your period of unemployment as short as possible.

When you visit your nearest Resource Center, staff will talk with you about your work history, education, training, job knowledge, and vocational potential in order to help you find the job that is right for you. A complete list of Resource Centers around the state can be found near the back of this handbook.

When you receive a job referral, it is your responsibility to contact the employer immediately for a possible interview. Failure to do so may have an effect on your unemployment claim.

The following services are available at your local Resource Center free of charge:

- Resource Room (you'll have access to computers, copier and FAX machine, the Internet, educational resources, resource library, information on employers and more)
- Computerized Resources (*also available from our website on any computer*)
- Statewide List of Job Openings
- List of Job Openings
- Federal and State Government Jobs
- Labor Market Information
- Career Counseling
- Resume Preparation Assistance
- Career Assessment and Aptitude Testing
- Training Programs
- Apprenticeship Program
- Workshops, Job Clubs, Employment Search Assistance
- Older Worker Program
- Youth Employment Programs
- Veterans Services

Training Services

The Workforce Investment Act (WIA) is administered by the Workforce Development Division of the Vermont Department of Labor. WIA focuses on the training, education, and employment needs of an individual. A variety of training services is available through your local Resource Center. Some of the training services include, but are not limited to:

- Skills Training
- On-the-job Training

For more information about these and other training opportunities, talk to the staff in your nearest Resource Center. A complete list of the Resource Centers around the State can be found near the back of this handbook.

Vermont JobLink

Vermont JobLink is an Internet-based no-fee job matching and workforce information system for employers and job seekers. Employers and job seekers can access and utilize a variety of services through management of an individual self-service account.

Access Vermont JobLink at **www.vermontjoblink.com**

Job Seeker Services

Job seekers can create a complete on-line, printable resume available to employers who have approved access to job seeker information. Resumes can be automatically e-mailed to employers at the job seeker's request. Seven different methods are available to job seekers to conduct a job search:

- **Quick Search**: quickly preview job openings available using keywords and geographic area, prior to creating or logging in to their self-service account.
- **Basic Search**: set job-search criteria with factors such as, geographic area, job title keywords, type of job and age of job order. Job seekers may save these criteria and create a profile for subsequent job searches.
- **Search by Type of Job**: use keywords to search from a list of job classifications.
- **Search by Employer Name**: search based on the employer name, if interested in a specific company.
- **Search by Resume Objective**: search by resume objective, with a completed on-line resume.
- **Search by Job Order ID Number**: with a job order number from a previous search, locate a specific job order.
- **Search by Saved Job Search Profile**: search from a saved Basic Search profile.

Other JobLink Services available to job seekers include:

- **Career Information**: Job seekers can view a listing of growth occupations, highest paying jobs, and a comparison of various occupational categories.
- **Eligibility Screening**: Job seekers can self-screen to assess potential eligibility for additional career related services.

Employer Services

Employers can create and manage job orders, search job seeker resumes, and access useful occupational and labor market information. Services available to employers include:

- Automatic receipt of job seeker resumes via e-mail that match employer job order qualifications.
- Search for job-seeker resumes:
- Employers may utilize the Quick Search feature on the Home Page to preview active job seeker resumes by geographic location and keywords prior to login to their self-service account.
- **Search All Resumes**: Employers may set criteria to search job-seeker resumes utilizing geographic location, years experience required, required education, type of employment, preferred shift, exclude candidates desiring temporary work, and travel required. Employers may save these criteria and create a profile for later resume searches.

-
- Search by Type of Job: Employers may search job seeker resumes utilizing keyword(s) that identify the job classification related to the job order.
 - Saved Resume Search Profiles: Employers may search job seeker resumes based on the profile created and saved from an earlier search of all resumes.

By registering with Vermont Job Link, you make yourself accessible to a larger number of employers in Vermont who may be looking to fill openings.

Apprenticeship Training

In the State Apprenticeship Program, training takes place both on the job under the supervision of a skilled journey-level worker and in a classroom setting. Apprenticeship programs last from 1 to 6 years. For information, contact your nearest VDOL Resource Center and ask to speak with the Apprenticeship Program Representative or call **(802) 828-4356** in Montpelier. A complete list of Resource Centers around the state can be found near the back of this handbook.

Return to Work Notification

When you return to work, you should complete this form, sign and mail it to:

Vermont Department of Labor

Attn: UI Division

P.O. Box 189

Montpelier, Vermont 05601-0189

Or fax the completed form to the department at (802) 828-9191.

Name: _____

Social Security Number: _____

I have started work for ☐ my last employer ☐ a new employer

Employer Name: _____

Employer Address: _____

Employer Telephone Number: _____

Date I started work: _____

Occupation: _____

CAUTION: If you file a claim for benefits after your start date, you MUST report earnings when you call in your claim. Report GROSS WAGES EARNED Sunday through Saturday of that week, whether or not you received payment.

I expect this work to be: ☐ Full-Time ☐ Part-Time

Starting Wage: \$_____per(*circle one*) hour day week month

Signature: _____ Date: _____

Claimant Change of Name and Address

To notify the department of a name or address change, complete this form, sign and mail it to:

Vermont Department of Labor

Attn: UI Division

P.O. Box 488

Montpelier, VT 05601-0488

Or fax the completed form to the department at 1 (802) 828-4046.

PLEASE PRINT and provide the following information:

Social Security Number: _____

Former Name: _____

Previous Address: _____

Old Telephone Number: (_____)_____

New Name: _____

New Address: _____

New Telephone Number: (_____)_____

I hereby authorize the change of this information on my Unemployment Insurance Claim.

Signature: _____ Date: _____



PLEASE NOTE:


If you are currently enrolled in the direct deposit program and your bank account and/or routing numbers have changes as a result of the move or name change, you **MUST** call the Weekly Continued Claims Line at 1-800-983-2300, Option 6, and update your account information **OR** cancel your direct deposit **immediately**. Failure to do this will result in the delay of your expected payments. It is **your responsibility** to maintain accurate information with this department.



Gross Wage Calculation Worksheet



Name: _____ SSN: _____

REPORT ALL WEEKLY GROSS WAGES WHEN EARNED, REGARDLESS OF WHETHER OR NOT YOU HAVE BEEN PAID FOR THIS WORK.

	Sun.	Mon.	Tues.	Wed.	Thurs.	Fri.	Sat.	
Hours Worked								 Total To Report On Weekly Claim 
Rate of Pay								
Total Earned								
Name and Address of Employer(s)								

	Sun.	Mon.	Tues.	Wed.	Thurs.	Fri.	Sat.	
Hours Worked								 Total To Report On Weekly Claim 
Rate of Pay								
Total Earned								
Name and Address of Employer(s)								

	Sun.	Mon.	Tues.	Wed.	Thurs.	Fri.	Sat.	
Hours Worked								 Total To Report On Weekly Claim 
Rate of Pay								
Total Earned								
Name and Address of Employer(s)								

	Sun.	Mon.	Tues.	Wed.	Thurs.	Fri.	Sat.	
Hours Worked								 Total To Report On Weekly Claim 
Rate of Pay								
Total Earned								
Name and Address of Employer(s)								

Work Search Report

(PRINT) Your Name: _____ Social Security Number: _____

You are expected to make a reasonable effort to obtain a job. A reasonable work search effort would be an overall average of **AT LEAST THREE (3) JOB CONTACTS EACH WEEK**, making sure to document the date of contact each time.

WHAT IS CONSIDERED A JOB CONTACT? It generally **MUST BE** an **IN-PERSON** contact. The exception is if you are seeking a professional position or a position which requires a resume as the method of application for employment. A resume may be used instead of the in-person contact. **TELEPHONE CONTACTS ARE NOT** considered a job contact.

You may make additional contact by telephone, fax, mail or e-mail. However, three (3) contacts per week must be made by using the methods described in the paragraph above. Use the section below to document the contacts that you make. **Complete every section** of the job contact information. Keep this list until you are notified to submit it to the department.

EMPLOYER NAME	EMPLOYER ADDRESS	PERSON CONTACTED	DATE OF CONTACT	METHOD OF CONTACT	TYPE OF WORK APPLIED FOR	OUTCOME OF CONTACT

VERMONT DEPARTMENT OF LABOR

Resource Centers

David Lahr, Manager

47 No. Main Street
Barre, Vt. 05641, Tel. 802-476-2600
FAX: 802-476-2628

Larry Sudlow, Manager

State Office Building
200 Veterans Memorial Drive, Suite 2
Bennington, Vt. 05201, Tel. 802-442-6376
FAX: 802-447-2726

Bob Herbst, Manager

State Office Building
232 Main Street
P.O. Box 920
Brattleboro, Vt. 05302-0920, Tel. 802-254-4555
FAX: 802-257-2896

John Vowles, Manager

63 Pearl Street
Burlington, Vt. 05401-4331, Tel. 802-863-7676
FAX: 802-863-7655

John Vowles, Manager

700 Exchange Street, Suite 106
Middlebury, Vt. 05753, Tel. 802-388-4921
FAX: 802-388-4630

David Lahr, Manager

46 Pleasant Street
P.O. Box 429
Morrisville, Vt. 05661-0429, Tel. 802-888-4545
FAX: 802-888-2543

Jane Fortin, Manager

Emory E. Hebard State Office Building
100 Main Street, Suite 120
Newport, Vt. 05855-4898, Tel. 802-334-6545
FAX: 802-334-3351

Larry Sudlow, Manager

200 Asa Bloomer Building
Rutland, Vt. 05701, Tel. 802-786-5837
FAX: 802-786-5896

John Vowles, Manager

20 Houghton St., Suite 101
St. Albans, Vt. 05478-2246, Tel. 802-524-6585
FAX: 802-524-7933

Jane Fortin, Manager

1197 Main Street, Suite 1
P.O. Box 129
St. Johnsbury, Vt. 05819-0129, Tel. 802-748-3177
FAX: 802-748-6620

Bob Herbst, Manager

56 Main Street, Suite 101
Springfield, Vt. 05156-2910, Tel. 802-885-2167
FAX: 802-885-2728

David Lahr, Manager

220 Holiday Drive, Suite 28
Gilman Office Center
P.O. Box 797
White River Jct., Vt. 05001-0797, Tel. 802-295-8805
FAX: 802-295-8819

EQUAL OPPORTUNITY

Equal Opportunity is the Law. The Vermont Department of Labor is an Equal Opportunity/Affirmative Action Employer. Applications from women, individuals with disabilities, and people from diverse cultural backgrounds are encouraged. Auxiliary aids and services are available upon request to individuals with disabilities. 711 (TTY/Relay Service) or (802) 828-4203 TDD (Vermont Department of Labor).

It is against the law for the Vermont Department of Labor, being a recipient of Federal financial Assistance, to discriminate on the following bases:

Against any individual, on the basis of race, disability, color, ancestry, place of birth, national origin, age, sex, sexual orientation, religion, political affiliation or belief.

WHAT TO DO if you believe you have experienced discrimination:

If you think you have been subjected to discrimination, you may file a complaint within 180 days from the alleged violation with either:

- The recipient's Equal Opportunity Officer – Vermont Department of Labor
by mail: Post Office Box 488, Montpelier, Vermont 05601-0488;
by telephone: (802) 828-4170;
by e-mail: imcgurran@labor.state.vt.us;
by TDD: (802) 828-4203; or
- The Director, Civil Rights Center (CRC) U.S. Department of Labor
by mail: 200 Constitution Avenue, Room N-4123, Washington, DC 20210

If you filed your complaint with the recipient, you must wait either until the recipient issues a written Notice of Final Action, or until 90 days have passed (whichever is sooner), before filing a complaint with the Civil Rights Center (see address above).

If the recipient does not give you a written Notice of Final Action within 90 days of the day on which you FILED your complaint, you do not have to wait for the recipient to issue that Notice before filing a complaint with the CRC. However, you must file your CRC complaint within 30 days of the 90-day deadline. In other words, within 120 days after the date on which you FILED your complaint with the recipient.

If the recipient does give you a written Notice of Final Action on your complaint, but you are dissatisfied with the decision or resolution, you may file a complaint with the Civil Rights Center. You must file your CRC complaint within 30 days of the date on which you received the Notice of Final Action.

Vermont Department of Labor



UNEMPLOYMENT INSURANCE CLAIM CENTER HOURS OF OPERATION

Monday through Thursday, 7:45 a.m. to 4:30 p.m.

Friday, 9:00 a.m. to 4:30 p.m.

Closed Saturday, Sunday, and Holidays

- **To File A New Claim or Reopen an Existing Claim
For Unemployment Benefits In Vermont:**

Call Toll-Free: 1-877-214-3330

-
- **For Claimant Assistance or To Answer Any Questions**

Call Toll-Free: 1-877-214-3332

AUTOMATED WEEKLY CLAIMS FILING HOURS OF OPERATION

Sunday 12:01 a.m. to Monday 4:30 p.m.

Tuesday through Friday, 5:00 a.m. to 4:30 p.m.

- **To File A Weekly Continued Claim For Unemployment
Benefits In Vermont**

Telephone Toll-Free: 1-800-983-2300

Internet: www.labor.vermont.gov

**All TTY services can be accessed by calling:
1-800-650-4152**